
REPORT DIGEST

**DEPARTMENT OF
CENTRAL MANAGEMENT
SERVICES
BUREAU OF
COMMUNICATION AND
COMPUTER SERVICES**

THIRD PARTY REVIEW

For the Year Ended:
June 30, 2005

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State of Illinois
Office of the Auditor General
WILLIAM G. HOLLAND
AUDITOR GENERAL

To obtain a copy of the
Report contact:
Office of the Auditor General
Iles Park Plaza
740 E. Ash Street
Springfield, IL 62703
(217) 782-6046 or TTY (888) 261-2887

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INTRODUCTION

The Department of Central Management Services' (Department) Bureau of Communication and Computer Services carries out statutory responsibilities relating to data processing and telecommunication services (20 ILCS 405/405-10; 20 ILCS 405/405-20; 20 ILCS 405/405-250; 20 ILCS 405/405-255; 20 ILCS 405/405-260; and 20 ILCS 405/405-270). To fulfill its responsibilities, the Department operates the Central Computer Facility (CCF), the Communications Center, and branch facilities. A Springfield branch facility also serves as the primary backup site should a disaster prevent processing at the CCF. Through its facilities, the Department provides data processing services to approximately 96 user entities.

The CCF functions as a data processing service center, providing computing and telecommunication resources for State agencies' use. The Department and the agencies that use the Department's computer resources share the responsibility for maintaining the integrity and security of computerized data and functions.

We reviewed data processing general controls at the Department primarily during the period from January 10, 2005 to May 27, 2005. We performed tests to determine compliance with policies and procedures, conducted interviews, performed observations, and identified specific control objectives and procedures we considered necessary to evaluate the controls.

We also reviewed application controls for systems maintained by the Department for State agencies' use. The systems reviewed were the Accounting Information, Central Payroll, Central Inventory, and Central Time and Attendance Systems.

The Department's control procedures and the degree of compliance with the procedures were sufficient to provide reasonable, but not absolute, assurance that relevant control objectives were achieved.

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ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
BUREAU OF COMMUNICATION AND COMPUTER SERVICES

STATISTICS	2005
Mainframes	3 Units Configured as 10 Production Systems and 4 Test Systems 1 Unit Configured for Disaster Recovery
Services/Workload	87.1 Million IMS Transactions per Month 1.3 Million Feet of Laser Printing per Month 316,000 Reel/Cartridge Tape Mounts per Month
State Agency Users	96
Bureau Employees	2002 -- 387 2003 -- 307 2004 -- 303 2005 -- 775 * * Increase due to IT consolidation into the Department per Executive Order 2003-10 and Public Act 93-839
Historical Growth Trend**	2002 -- 2,040 -- MIPS 2003 -- 2,700 -- MIPS 2004 -- 3,614 -- MIPS 2005 -- 3,217 -- MIPS MIPS -- Million Instructions Per Second ** In the month of April for each year listed

Information provided by the Department - Unaudited

AGENCY DIRECTOR AND DEPUTY DIRECTOR/BUREAU MANAGER
<p>During Audit Period: Director: Michael Rumman (7/1/2004 to 6/1/2005) Deputy Director/Bureau Manager: Jay Carlson</p> <p>Currently: Acting Director: Paul Campbell (6/2/2005 to present) Deputy Director/Bureau Manager: Jay Carlson</p>

REPORT SUMMARY

Disaster Contingency Planning

State Government Must Be Prepared

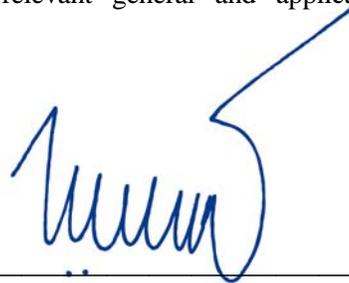
The Department has developed basic strategies to address the disaster contingency needs of the State's Central Computer Facility; however, the plans and operational provisions need to be enhanced to provide assurance that all of the State's critical applications and network operations can be recovered within required timeframes. Although continuity plans exist to guide recovery activities, management has not approved the plans, nor has the Department performed testing to identify any deficiencies in the plans and determine if the plans would effectively guide recovery efforts in the event of a disaster.

The Department should ensure the necessary components (plans, equipment, and facilities) are available to provide for continuation of critical computer operations in the event of a disaster. In addition, the Department should conduct comprehensive tests of the plans on an annual basis.

The Department concurred with our recommendation. In addition, the Department stated it has designated Disaster Contingency Planning as one of the top priorities for the upcoming fiscal year.

AUDITORS' OPINION

Procedures were generally sufficient to provide reasonable, but not absolute, assurance that relevant general and application control objectives were achieved.

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WILLIAM G. HOLLAND, Auditor General

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